

# Minutes

## Network Provider Committee Meeting

Facilitator: Twylla Abrahamson  
September 12, 2007

### Check-In: Attendees

Twylla Abrahamson, Inez Brabeck, Eric Branson, Cami Burke, Honey Cowan, Nicole Paul, Betty Readle and Gina Walker

### Announcements/Information:

- Nicole noted that she had sent out the updated proposed rate increase letter to all the providers and had received responses from 25-30. All the responses were positive. She asked for clarification on how she should send the final letter to Richard Knect and Maureen Bauman. Twylla suggested that she mail it with a cover letter.
- Twylla informed the committee that the upcoming collaborative, which is scheduled for October 18<sup>th</sup>, was supposed to have a two hour presentation by Theresa Razor who now wishes to modify her presentation to a shorter format. Honey offered to do a power point presentation on the Equestrian Program to fill out the rest of the program.
- Honey asked about having another review class on the forms for billing and documentation. You may go to the MCU website to access the necessary service forms @ <http://www.placer.ca.gov/Departments/hhs/Managed%20Care.aspx>.
- Reminder: Law & Ethics Training with Gary Henderson, MFT will be on October 23<sup>rd</sup> at the PC Justice Center from 9:00am – 4:00pm. It is only \$30. You can contact Maryann Medeiros at 530-886-2865 to register. Space is limited.
- Honey expressed some frustration with the social workers because most of her authorizations do not include family therapy. She has to go back and talk to the workers and ask that this be included. Twylla suggested that since everybody is still getting used to the new system Honey should continue to communicate with them and hopefully things will improve.
- Both Nicole and Betty feel that things have improved and that they are getting good responses from the social workers they deal with.
- Twylla inquired if anyone was having problems with their billing. No problems were noted.
- Twylla asked if any of the providers present had had interns asking what an NPI number was. None had had that issue come up.

### Review of Minutes/Action Items:

- We will continue to brainstorm ideas for recruiting new members. Honey thinks she has a potential recruit for the committee.

- Discussed the need to be aware of cleanliness and odors in provider offices. It is important to be sensitive to possible client allergies to such things as perfumes, scented lotions, animal dander and incense/air fresheners etc.
- Providers should be aware that they are required to submit license and insurance renewals to keep their information up-to-date. Reminders about this have not gone out recently due to the new system implementation. They will do so again in the near future, but we may erroneously send letters to some people that have submitted their information, so please be patient as we work out the system issues.
- We are continuing to brainstorm ideas on additional credentialing criteria. We will be looking at including course verification, extended experience, etc. to make our process more thorough and compliant. Betty offered to bring in her insurance application binder to provide us with an example of the criteria large insurance company panels are using for credentialing.

**Open discussion:**

- Betty inquired if anyone knew of a private male provider willing to work with teenage boys. Twylla will check with the MCU to see if they are aware of anyone.